

AGENCY QUARTERLY DIVERSITY AND EEO REPORT FY 2020

AGENCY NAME:NYC EMERGENCY MANAGEMENT							
 1st Quarter (July -September), due December 13, 2019 2nd Quarter (October - December), due January 30, 2020 3rd Quarter (January -March), due April 30, 2020 4th Quarter (April -June), due July 30, 2020 							
Prepared by : ANNETTE SANTIAGO	EEO OFFICER						
Name	Title	Telephone No.					
Date Submitted: 1/30/2020							
FOR DCAS USE ONLY							
Date Received:							

INSTRUCTIONS FOR FILLING OUT QUARTERLY REPORTS FY 2020

- 1. Please save this file as 'XXXX Quarter X FY 2020 DEEO Quarterly Report' where 'XXXX' is the commonly used acronym of your agency. You must submit this file in MS Word format. Please do not convert it to PDF.
- 2. Complete the "Diversity and EEO Training Summary" details in the attached Excel file. Under Section 10 ("Other"), include training classes co-organized or co-sponsored by EEO and/or HR that are related to the development of the agency staff in the areas of equal employment, diversity, inclusion, civil rights, workplace culture and behavior, interpersonal relations, and community relations.
- 3. Please save this Excel file as 'XXXX Quarter X FY 2020 DEEO Training Summary", where 'XXXX' is the commonly used acronym of your agency. You must submit this file in MS Excel format. Please do not convert it to PDF.



PART I: NARRATIVE SUMMARY

I. <u>COMMITMENT AND ACCOUNTABILITY STATEMENT BY THE AGENCY HEAD</u>

II. <u>RECOGNITION AND ACCOMPLISHMENTS</u>

The agency recognized employees, supervisors, managers, and units demonstrating superior accomplishment in diversity and equal employment opportunity through the following:

Diversity & EEO Awards

Diversity and EEO Appreciation Events

- **Public Notices**
- **Positive Comments in Performance Appraisals**
- Other (please specify):
 * Please describe D&EEO Awards and/or Appreciation Events below: Quarterly Agency "All Hands/Town Hall" Meeting

III. WORKFORCE REVIEW AND ANALYSIS

1. Agency reminded employees to update self-ID information regarding race/ethnicity, gender, and veteran status. ⊠ Yes, On (Date): 1/06/2020 □ No



2. The agency conducted a review of the dashboard sent to the EEO Officer with demographic data and trends, including workforce composition by job title, job group, race/ethnicity and gender; new hires, promotions and separation data; and utilization analysis.

Xes, On (Date): <u>1/17/2020</u> **No**

The review was conducted together with: \boxtimes Human Resources

Agency Head

□ General Counsel □ Other

IV. EEO, DIVERSITY, INCLUSION, AND EQUITY INITIATIVES FOR FY 2020

Please describe your progress this quarter in implementing the primary goals in Section IV of your Agency Diversity and EEO Plan for FY 2020 - <u>Proactive Strategies to Enhance Diversity, EEO and Inclusion</u>:

A. WORKFORCE:

List the Workforce Goal(s) included in <i>Section IV:</i> <i>Proactive Strategies to Enhance Diversity, EEO and</i> <i>Inclusion,</i> which you set/declared in your FY 2020 Diversity and EEO Plan (e.g., underutilization, workforce planning, succession planning and diverse applicant pool, among others):	 Please describe the steps that your agency has taken to meet the Workforce Goal(s) set/declared in your plan. Include steps that were taken or considered to build an inclusive and sustainable pipeline for your agency across all levels. 	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Certified Emergency Managers (CEM) Certification Program	The opportunity to participate in the CEM program has been made available to agency personnel to promote both organizational and individual professional growth	 Planned Not started Ongoing Delayed Deferred Ongoing Completed 			



The initiation of an innovation program within NYCEM allows staff from all levels of staff to create and propose innovative ideas to propel the agency and/or its mission forward. The process aims to be inclusive of all staff, and to improve aspects of the agency or City, providing better service to staff or to the community.	NYCEM implemented an Innovation Pilot program (Oct. 2019-May 2020) to create a culture that encourages creativity and new idea generation to continue to advance emergency management. Staff at all levels are encouraged to propose improvements and/or recommendations that would (1) improve an existing process or program, (2) enhance organizational effectiveness, (3) increase emergency readiness, and / or (4) introduce a new concept that will make New York a more prepared and resilient city. Ideas are vetted by a cross-sectoral committee of volunteers from among the agency, and then presented directly to the Commissioner for an investment determination.	 Planned Not started Ongoing Delayed Deferred Ongoing Completed 			
Lessons in Leadership Speaker's series: The Commissioner has initiated a quarterly speaker's series to support the growth and exploration in leadership. The series will host keynote speakers from all sectors to address the agency and share experiences and lessons learned	In this quarter the Commissioner was the key note speaker. She shared her experiences in FEMA, her military service and had a Q&A session.	 Planned Not started Ongoing Delayed Deferred Ongoing Completed 			
Describe steps that were taken or considered to address un exists in the current quarter.			-		
The EEO Officer reviews the CEEDS reports and advises addressed at the Commissioner's weekly personnel meetin		me available in a div	vision, under	utilization (if	f any) is



B. WORKPLACE:

List the Workplace Goal(s) included in <i>Section IV:</i> <i>Proactive Strategies to Enhance Diversity, EEO and</i> <i>Inclusion,</i> which you set/declared in your FY 2020 Diversity and EEO Plan (e.g., job satisfaction/engagement surveys, exit interviews/surveys, and onboarding surveys):	 Please describe the steps that your agency has taken to meet the Workplace Goal(s) set/declared in your plan. O Include steps that were taken or considered to create an inclusive work environment that values differences that each of your unique employees brings to work, and to maintain focus on retaining talent across all levels. 	Q1 Update	Q2 Update	Q3 Update	Q4 Update
NYCEM maintains an inclusive work environment that takes into account the differences of all its employees by offering 30, 60, and 90 day evaluations for all new employees and an annual evaluation of all employees.	Participants are encouraged to speak candidly with each other. Employee evaluations ask focused questions to measure milestones, both perceived by the Supervisor as well as the employees, and set goals for both supervisor and employees moving forward	 Planned Not started Ongoing Delayed Deferred Ongoing Completed 			
On-boarding survey Exit Surveys were sent out to outgoing employees	Four new hires received the DCAS survey Human Resources sent one departing manager the DCAS exit survey and six non-managers received the agency survey	 Planned Not started Ongoing Delayed Deferred Ongoing Completed 			
Promotion announcements All Hands/Town Hall Meetings is a continued effort to promote inclusion and solid working relationships, NYCEM sponsors employee functions such as quarterly All-Hands meetings hosted by the agency's Commissioner where all of the agency staff is updated on agency projects, including milestones, awards, and promotions Introduction to using gender pronouns in the workplace	Eight announcements were sent out this quarter An All hands/town hall meeting was held on 10/18/2019. The Commissioner updated the agency on the Certified Emergency Management Certificate Program, announced milestones and provided an update on the status of the agency's reorganization On 11/26/2019 the Commissioner sent out an agency-wide email encouraging employees to be inclusive and education on the use of gender	 Completed Planned Not started Ongoing Delayed Deferred Ongoing Completed 			



Staff Appreciation Day	A Staff appreciation breakfast was hosted on 12/18/2019. The Commissioner thanked everyone for their commitment to the agency and for the support provided during the Ozone Park sewage incident.				
Please specify any other EEO-related activities during the quarter (e.g., postings, meetings, cultural programs promoting diversity, newsletters/articles, etc.) and describe briefly the activities, including the dates when the activities occurred.					
The agency's newsletter is distributed quarterly. En these newsletter.	mployees are encouraged to send milestones and/or notifications of	f awards to the Commu	inications unit to be	included in	

The Human Resources unit sends out new hire bios, promotions and position change announcements to the agency.



C. COMMUNITY:

List the Community Goal(s) included in <i>Section IV:</i> <i>Proactive Strategies to Enhance Diversity, EEO and</i> <i>Inclusion,</i> which you set/declared in your FY 2020 Diversity and EEO Plan (e.g., community outreach and engagement, MWBE participation and customer satisfaction surveys):	 Please describe the steps that your agency has taken to meet the Community Goal(s) set/declared in your plan. Include steps that were taken or considered to establish your agency as a leading service provider to the citizens of New York City focused on inclusion and cultural competency, while reflecting the vast communities that are served. 	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Ready New York (RNY) The campaign encourages New Yorkers to be ready for all types of emergencies through its special presentations and resource materials. The guides are available in 23 different languages and some guides are in braille and audio tape	For this quarter NYC EM employees participated in 53 RNY Fairs; 91 presentations and 58 kids presentations all across the five boroughs	 Planned Not started Ongoing Delayed Deferred Ongoing Completed 			
Minority and Women owned Business Enterprises (MWBE) program	On 10/22/2019, the Procurement unit attended a MWBE fair with the Department of Small Business Services.	 Planned Not started Ongoing Delayed Deferred Ongoing Completed 			
Go- Purple Day – Domestic Violence Awareness	On 10/24/2019. Agency employees were encouraged to wear purple to support the cause and took an agency picture that was shared on the agency's social media platforms.	 Planned Not started Ongoing Delayed Deferred Ongoing Completed 			



V. <u>RECRUITMENT</u>

List Recruitment Strategies and Initiatives which you set/declared in your FY 2020 Diversity and EEO Plan (e.g., targeted outreach and outreach, diversity recruitment, social media presence, where jobs are posted, EEO and APO collaboration, evaluation of best recruitment sources, structured interview training and unconscious bias training):	Please describe the steps that your agency has taken to meet the Recruitment Goal(s) set/declared in your plan.	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Career fair attendance	On 10/03/2019. The human resources unit participated in the following Job Fair: Fordham University Career Fair	 Planned Not started Ongoing Delayed Deferred Ongoing Completed 			
55a Coordinators Meeting	On 12/18/2019, the 55a Coordinator attended the Coordinator's meeting to review the hiring statistics/best practices and received an update on the 55a resource guide	 Planned Not started Ongoing Delayed Deferred Ongoing Completed 			
		 Planned Not started Ongoing Delayed Deferred Ongoing Completed 			



B. INTERNSHIPS/FELLOWSHIPS

Type of Internship\Fellowship	Total	Race/Ethnicity [#s]	Gender [#s] [N-B=Non-Binary; O=Other; U=Unknown]
1. Urban Fellows	1	1W	M <u>X</u> F N-B 0 U
2. Public Service Corps	0		M F N-B O U
3. Summer College Interns	4	1U; 1A; 1W; 1H	M <u>1</u> F <u>3</u> N-B O U
4. Summer Graduate Interns	0		M F N-B O U
5. Ladders for Leaders	8	1W; 1B; 6A	M5_ F _3_ N-B O U
 Solomon Fellows 	3		M F N-B O U
7. Americorps Fellows	2	1U; 1A	M <u>1</u>



C. 55-A PROGRAM

The agency uses the 55-a l	Program to hire and retain qualified individuals with disabilities	s. 🛛 Yes	□ No
Currently, there are <u>0</u>	[number] 55-a participants.		
During this Quarter, a tot	al of <u>0</u> [number] new applications for the program were re	ceived.	
During this Quarter _0	participants left the program due to [state reasons]		
The 55-a Coordinator has 1. Disseminated 55-a infor e-mail training sessions agency website agency newsletter	⊠ Yes □ No ⊠ Yes □ No		
1	l job fairs and use internship, work-study, co-op, and other program e 55-a program applicants 🛛 Yes 🗆 No	18	

3. _____



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VI. <u>SELECTION (HIRING AND PROMOTION)</u>

Please review Section VI of your Annual Plan and describe your activities for this quarter below:

List additional Selection Strategies and Initiatives which you outlined in your FY 2020 Diversity and EEO Plan (<i>include use of structured interviewing</i> , <i>EEO or APO representatives observing interviews</i> , <i>review of placement demographics, review of e-hire</i> <i>applicant data</i>).	Please describe the steps that your agency has taken to meet the Selection (Hiring and Promotion) Goal(s) set/declared in your plan.	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Career Counseling: Advising employees of opportunities for promotion and career development;	When positions become available, the job vacancies sent via email to all NYCEM employees. In this quarter 11 opportunities were disseminated.	 Planned Not started Ongoing Delayed Deferred Ongoing Completed 			
Reviewing the methods by which candidates are selected for promotion or to fill vacancies (new hires), especially for mid- and high-level discretionary positions;	High-level new hires go through a three- level panel interview process. The third- level interview is conducted by the Commissioner, First Deputy Commissioner and Chief of Staff. The Mid and low-level positions go through a two -level panel interview process which includes the division head Assistant Commissioner, HR and EEO Officer. The top three candidates for each position are presented to the Commissioner for review and approval to hire.	 Planned Not started Ongoing Delayed Deferred Ongoing Completed 			

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Reviewing the methods by which candidates are selected for promotion or to fill vacancies (new hire filled through civil service lists;	 NYCEM does not currently fill any positons through a civil service list, as to date, the civil service exam for our title is not finalized. The recruitment and hiring procedures described in this document are strictly adhered to 	 Planned Not started Ongoing Delayed Deferred Ongoing Completed 			
Describe the role of agency EEO Officer and other EEO staff in the selection of candidates for appointment or promotion (pre- and post- appointment);	The EEO Officer is present in all interviews.	 Planned Not started Ongoing Delayed Deferred Ongoing Completed 			
Analyzing the impact of layoffs or terminations on racial, gender and age groups;	If future periods of layoffs, terminations and demotions come to fruition for legitimate business/operational reasons, NYCEM will analyze the impact upon gender, race and age before making any final decisions. NYCEM will take all steps to protect the integrity of the diversity and inclusionary practices of the agency. The Commissioner will include the agency's EEO Officer and General Counsel in any decisions that impact gender, race and age. In this quarter, there were no layoffs or terminations.	 Planned Not started Ongoing Delayed Deferred Ongoing Completed 			

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Other Selection Strateş	gies and Initiatives:	The EEO Officer has access to the NYCEM e-hire database and the ability to review the applicants. The Assistant Commissioner, Human Resources is also the NYCEM EEO Officer. The NYCEM intranet has the structured interview guide which includes advice on how to conduct an interview and questions.	 Planned Not started Ongoing Delayed Deferred Ongoing Completed 			

VII. <u>TRAINING</u>

Provide your training information in the "DIVERSITY AND EEO TRAINING SUMMARY" on the separate Excel template.

VIII. REASONABLE ACCOMMODATION

Please report your reasonable accommodation requests for this quarter and their disposition in the DCAS Citywide Complaint/Reasonable Accommodation Tracking System by logging into your CICS Account at: <u>https://mspwva-dcslnx01.csc.nycnet/Login.aspx</u>

All R/A requests in the current quarter are up-to-date in the DCAS Citywide Tracking System.

□ There were no new R/A requests in the current quarter.

IX. <u>COMPLIANCE AND IMPLEMENTATION OF REQUIREMENTS UNDER EXECUTIVE ORDERS AND</u> LOCAL LAWS

A. EXECUTIVE ORDER 16: TRAINING ON TRANSGENDER DIVERSITY AND INCLUSION

Provide E.O. 16 Training Information in the "DIVERSITY AND EEO TRAINING SUMMARY" on the separate Excel template.

B. EXECUTIVE ORDER 21: PROHIBITION ON INQUIRY REGARDING JOB APPLICANT'S PAY HISTORY

⊠ The agency has reviewed its practices (including application and interview forms) regarding prohibition on inquiry about pay history.

□ All personnel involved in job interviews is required to go through structured interview training.

C. LOCAL LAW 92: ANNUAL SEXUAL HARASSMENT PREVENTION TRAINING

Provide Sexual Harassment Prevention Training Information in the "DIVERSITY AND EEO TRAINING SUMMARY" on the separate Excel template.

D. LOCAL LAW 93: RISK ASSESSMENT SURVEY

Please provide a short description of planning and progress in implementation of strategies aimed to reduce/minimize the risk of sexual harassment in your agency.

Within the timeframe provided in your Annual Plan, provide any progress on the following, and if none write N/A:

Risk 1: Homogenous Workplace: We provide mandatory training to all employees so that they are aware of what sexual harassment is; how to handle a sexual harassment matter and how to report instances of sexual harassment.



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Risk 2: Cultural and Language Differences in the Workplace: Employees are also encouraged to attend diversity and inclusion courses through DCAS such as "Building an Inclusive Culture: Understanding Unconscious Bias" and "Conflict Resolution Strategies for the Culturally Diverse Workplace." The agency also provides Cultural Awareness Training.

Risk 3: Workplaces with Significant Power Disparities: Throughout the year, EEO; Sexual Harassment and LGBTQ trainings are mandatory for all personnel. New employees are provided with the agency handbook and referred to our intranet

Risk 4: Isolated Workplaces: There are no strategies to be identified or undertaken as there are no isolated workplaces in our agency, nor isolated workers.

Risk 5: Decentralized Workplaces: There are no strategies or actions that may be undertaken to reduce risk factors for sexual harassment as there are no decentralized workplaces in our agency.



E. LOCAL

LAW 97: ANNUAL SEXUAL HARASSMENT REPORTING

⊠ The agency has entered the sexual harassment Complaint Data in the DCAS Citywide Complaint Tracking System and updates as they occur.

⊠ The agency has entered **all types of complaints** in the DCAS Citywide Complaint Tracking System and updates as they occur.

 \boxtimes The agency ensures that complaints are closed within 90 days.

Report all complaints and reasonable accommodation requests through DCAS/CDEEO Complaint Tracking System by logging into your CICS account at: <u>https://mspwva-dcslnx01.csc.nycnet/Login.aspx</u>

F. LOCAL LAW 101: CLIMATE SURVEY

Provide a short description of your efforts to analyze the results of climate survey in your agency.

The EEO Officer meets with the Commissioner to discuss strategies to address climate related issues and collaborates with the agency counsel to implement any corrective actions.



Describe any follow-up measures taken to address the results of the climate survey: The climate survey did not have results that posed a threat.

X. AUDITS AND CORRECTIVE MEASURES

Please choose the statement that applies to your agency.

The agency is <u>NOT</u> involved in an audit conducted by NYC EEPC or another governmental agency specific to our EEO practices.

The agency is involved in an audit; please specify who is conducting the audit: ______.

□ Attach or list below audit recommendations.

The agency has submitted or will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2020.



APPENDIX: [NYC EMERGENCY MANAGEMENT] EEO PERSONNEL DETAILS

EEO PERSONNEL FOR <u>2nd</u> QUARTER, FISCAL YEAR 2020

A. PERSONNEL CHANGES

Personnel Changes this Quart	er: 🛛 No Changes	Number of Additions: Number of Deletions:		
Employee's Name & Title				
Nature of change	□ Addition □ Deletion	□ Addition □ Deletion □ Addition □	Deletion	
Date of Change in EEO Role	Start Date or Termination Date:	Start Date or Termination Date: Start Date or Termination	Start Date or Termination Date:	
NOTE: Please attach CV/Resum	ne of new staff to this report	· · ·		
For Current EEO Professiona	ls:			
Name & Title	Annette Santiago, Assistant Commissioner, HR/EEO Officer	Veronica Geager Deputy Director HR	Anthony Marzuillo, Director, COOP Karen Thomas, COOP Planner	
EEO Function	☑ EEO Officer □ EEO Counse □ EEO Trainer □ EEO Investig □ 55-a Coordinator □ Other: (speci	or EEO Trainer EEO Investigator EEO Trainer	EEO Counselor EEO Investigator Other: (specify)	
Proportion of Time Spent on EEO Duties	☑ 100% □ Other: (specify %	$\square 100\% \qquad \boxtimes \text{ Other: (specify \%): } 30 \qquad \square 100\% \qquad \boxtimes \text{ Other} $	er: (specify %):	
Attended EEO Professional On-Boarding at DCAS	⊠ Yes □ No	□ Yes ⊠ No ⊠ Yes □	No	
Completed Trainings: EEO Diversity & Inclusion IgbTq: The Power of Inclusion Structured Interviewing and Unconscious Bias Sexual Harassment Prevention	 ☑ Yes ☑ Yes ☑ No ☑ Yes ☑ No ☑ Yes ☑ No ☑ Yes ☑ No 	Image: Second systemImage: NoImage: Second systemImage: Second systemImage: S	No No No	
Training Source(s):	☑ DCAS □ Agency □ Other	□ DCAS □ Agency □ Other	□ Other	

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B. <u>CONTACT INFORMATION (Please list ALL current EEO professionals)</u>

DI	DIVERSITY AND EEO STAFFING IN [NYC Emergency Management AS OF QUARTER (2) FY 2020 *								
Name	<u>Civil Service Title</u>	EEO\Diversity Role	<u>% of Time Devoted to</u> <u>EEO & Diversity</u> <u>Functions</u>	Office E-mail Address	<u>Telephone #</u>				
N/A		Diversity & Inclusion Officer							
Annette Santiago	Emergency Preparedness Manager	EEO Officer/Director	100%						
N/A		Deputy EEO Officer							
Dennis Boyd	Emergency Preparedness Manager	ADA Coordinator	100%						
Dennis Boyd	Emergency Preparedness Manager	Disability Rights Coordinator	100%						
Brandon Hill	Emergency Preparedness Manager	Disability Services Facilitator	100%						
Veronica Geager	Emergency Preparedness Manager	55-a Coordinator	100%						
Annette Santiago	Emergency Preparedness Manager	Career Counselor	100%						
Anthony Marzuillo	Emergency Preparedness Manager	EEO Counselor	10%						
Annette Santiago	Emergency Preparedness Manager	EEO Investigator	25%						
Anthony Marzuillo	Emergency Preparedness Manager	EEO Counselor/ Investigator	25%						
Annette Santiago	Emergency Preparedness Manager	Investigator/Trainer	25%						

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<u>Stella Guarna</u>	Deputy Commissioner, Legal Affairs	EEO Training Liaison	25%		
		Other (describe)			
Iskra Killgore	Emergency Preparedness Manager	Language Access Coordinator	25%		

* Please indicate changes (i.e. if new personnel is filling a specified role.) You may insert additional entries as needed. "Title" refers to the civil service title. If there is an EEO\Diversity role that your staff performs that is not on the list above please indicate it on the chart.